

Module Four

BEHAVIOR MANAGEMENT

A learning module developed by the Bureau of Facility Standards to train residential care or assisted living facility staff.

Why you should take this training.

Providing behavior management assistance to residents in a residential care or assisted living facility is a very big responsibility. Learning how to manage inappropriate behaviors will provide a safe, happy and healthy environment for all.

What you will learn in this module:

- ✓ What are behaviors.
- ✓ What are some common causes of inappropriate behaviors.
- ✓ How you can track inappropriate behaviors.
- ✓ What is a Behavior Management Plan (BMP).
- ✓ How you can use interventions.



What you need to do to take this training.

Ask your Administrator how she or he wants you to do the training. You can do the training on the computer or you can print the training and work with the printed pages. Generally, you can just work through the modules in the order they are listed.

Who to ask if you have questions about this training.

If you have questions about the way things are done in your facility, ask your Administrator. If you or your Administrator have questions or comments about the content of the training, ask your Administrator to contact the Residential Community Care Program Supervisor at the Bureau of Facility Standards.

Words to know:

Behavior – is a way humans act and respond to their situations and environments.

Inappropriate behavior – a way of acting or responding that is distressing to the resident or is infringing upon other residents' rights.

Behavior tracking – a method of documenting patterns of inappropriate behaviors.

Behavior Management Plan (BMP) – a plan that is developed to guide caregivers when assisting residents with inappropriate behaviors. The plan will offer ideas of how to help the residents and caregivers create a safe, happy and healthy environment. The BMP is positive, always changing, and is least restrictive.

Trigger - is an event or situation that causes a behavior to begin.

Baseline behaviors - the normal, everyday behaviors of the resident.

Interventions - various ways to help residents be safe, happy and healthy.

Effectiveness or evaluation - how well do your interventions work.

All people have behaviors all of the time. Laughing, talking, or merely sitting in a chair could be considered a behavior. When considering behavior management it is important to place the focus on inappropriate behaviors.

Each person has a different view of inappropriate behaviors. The key to defining inappropriate behaviors is determining if the behavior is distressing to the resident or is infringing upon other residents' rights.



What this means to you

- It is very important to talk to others about what you are seeing as you care for the residents, because figuring out what behaviors are disruptive or even dangerous is challenging. Discussion with one another can help the team clarify the target behavior.
- Pay attention to how you respond to residents. Think about what you could say or do differently that might be more effective in helping the resident.

- 🍌 If a resident is having a bad day, a caregiver who communicates well with the resident should work with them on that day.

Caregivers can only influence the behaviors of residents. Only the residents can change their own behaviors.

Common causes of Inappropriate Behaviors:

- 🍌 Medical conditions
- 🍌 Staff interactions with residents
- 🍌 Impaired communication ability
- 🍌 Environmental factors
- 🍌 Boredom
- 🍌 Grief and loss
- 🍌 Fear or anger

Common Causes of Inappropriate Behaviors

🍌 Medical Conditions

- Pain
- Bladder infection
- Feeling thirsty or hungry
- Constipation
- Confusion
- Over medication
- Bladder or bowel incontinence
- Brain Injury
- Fatigue
- Depression
- High or low blood glucose levels
- High or low blood pressure
- Medication interaction or reaction
- History of abuse, neglect, or exploitation

🍌 Staff interactions with residents

- Being impatient with the resident or others
- Yelling or using a raised voice

🍌 Impaired communication ability

- Feeling suspicious or worried
- Anxiety
- Confusion
- Depression
- Blindness
- Dementia
- Hearing impaired

🍌 Environmental Factors

- Too hot or too cold
- Noise or commotion in the facility
- Unfamiliar environment
- A resident who needs extra care
- Turn over of staff
- Not enough staff
- Staff tired or overwhelmed

🍌 Boredom

- Decrease in resident's usual activity
- Not having someone to talk with
- The resident is not able to do the activity

🍌 Grief and Loss

- Loss of a sense of control
- Loss of privacy
- A loved one recently passing away
- Having to move away from a loved one
- Having to move away from their private home

🍌 Fear or Anger

- New situation
- New surroundings
- New staff
- About growing older
- Being sick

It is important for the caregivers to focus on their own responses to the environment and to the residents. Staff responses affect resident responses.

Tracking Behaviors:

- ✚ Identify the inappropriate behavior
- ✚ One option for tracking and documenting behaviors is the 5 W's
 - Who
 - What
 - When
 - Where
 - Why

Behavior tracking or evaluating includes figuring out the specific inappropriate behavior. This is done by careful observation and documentation. One option for observing and documenting is outlined as follows:

- | | |
|--|---|
| <ul style="list-style-type: none">✚ Who<ul style="list-style-type: none">▪ Resident▪ Other residents▪ Staff involved▪ Family▪ Other visitors✚ What:<ul style="list-style-type: none">▪ Target behavior▪ Resident's usual way of functioning▪ What happened before, during, and after the situation▪ Changes the resident has experienced recently, including physical health | <ul style="list-style-type: none">✚ When:<ul style="list-style-type: none">▪ How often▪ Time of day▪ What shift✚ Where:<ul style="list-style-type: none">▪ Location or place▪ Reaction to the environment; including noise, chaos, or staffing patterns✚ Why:<ul style="list-style-type: none">▪ Pattern of behavior▪ Motivation |
|--|---|

What this means to you

- 🔴 You have important information to give in deciding how to take care of residents.
- 🔴 Tell your administrator or licensed nurse what you know about the resident, and what works to help the resident stay happy, safe and healthy.
- 🔴 A tracking or evaluating system is a tool that helps you gather and organize your information about residents' behaviors.
- 🔴 It takes some creative thinking to figure out what works for each resident. All the people involved with the resident should share their ideas with their team of caregivers.
- 🔴 Discuss whether the behavior is truly distressing, disruptive or dangerous. Some behaviors may be normal for the resident.
- 🔴 You may have to set aside your own beliefs about what is or is not an

inappropriate behavior.

Behavior Management Plan (BMP)

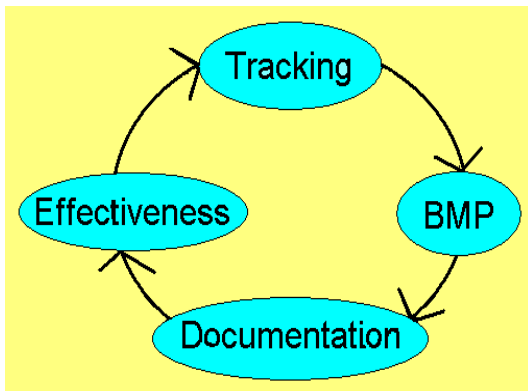
- ✚ A plan that is developed to guide caregivers when assisting residents with inappropriate behaviors.
- ✚ Offers ideas of how to help the residents and caregivers create a safe, happy and healthy environment.
- ✚ Is specific to each resident.
- ✚ Is positive, always changing, and is least restrictive.

A BMP is a plan to help guide you in caring for your residents. It outlines interventions that may help residents change their inappropriate behaviors. It is important the BMP is specific to each resident, is positive, and includes the least restrictive method of intervention.

What this means to you

- 🔴 Review the BMP and let it guide you in your response to the residents' inappropriate behavior.
- 🔴 Use the BMP and the evaluating process to determine effectiveness of your interventions.
- 🔴 Work as a team by discussing any questions or ideas for improvement of the BMP.

The Cycle of Behavior Management:



The cycle of intervention includes tracking of inappropriate behaviors, development of the Behavior Management Plan, documentation of observations, and evaluation of the effectiveness of the BMP.

What this means to you

- You can begin in the cycle with tracking and follow around the circle to effectiveness. It is important to be aware, however, that each part of the cycle is functioning all at the same time.
- Tracking behaviors includes watching the resident's identified behaviors, and writing on a form what you are seeing.
- Find out who is responsible for developing and updating the BMP at your facility. This may be the administrator, the licensed nurse, or another qualified person. They can help you understand how to use the interventions listed on the resident's BMP.
- Documenting or writing down what you are seeing is an important part of the cycle. Remember, care of a resident's inappropriate behavior does not end with tracking or creating a BMP.
- The information in your documentation can be used to decide how well the plan is working.
- Now we are back to the beginning of the cycle. Continued tracking allows your team to evaluate whether the plan is still working.
- As caregivers in residential care or assisted living facilities, you play an important role in the development and updating of the residents' BMP. You also are very important in helping residents be happy, safe and healthy.

Behavior Management Interventions:

- ✚ They are as unique as each person.

Interventions are very specific to each resident. As caregivers, you work closely with the residents. You know them well and are aware of how they respond. Work with your team to find effective interventions.

It is also important to think about what causes the residents to have inappropriate behaviors. What is their motivation? What needs are they trying to meet by having the behavior? Answering these questions takes some creative thinking on the part of your team.

Example Interventions

The following is a list of sample interventions to use with the resident. These are suggestions, and you are encouraged to develop your own interventions that may also be successful for your residents:

- | | |
|------------------------------|---|
| ▪ Maintain the usual routine | ▪ Provide a stuffed animal, pet or doll for the resident to carry |
| ▪ Take the time to listen | ▪ Offer positive reassurance |
| ▪ Look at their photo albums | |

- Reminisce or talk about old times
- Play music
- Change the subject or topic of conversation
- Give them magazines to look at
- Allow them to smoke
- Ask a family member to visit
- Keep a toileting schedule
- Gardening
- Offer a quiet place
- Explore resources in community
- As needed medications
- Sewing
- Play board game they are able to do
- Puzzles
- Offer snacks or fluids
- Spend time one to one with the resident
- Provide a calming environment
- Use a calm approach
- Lower your voice tone
- Help them make a memory box or scrapbook
- Provide a bucket of items for them to sort, etc.
- Provide tools of their former trade
- Acknowledge any sense of loss
- Encourage them to take a nap
- Allow them to pace in a safe place
- Offer a journal for them to write in, if they are able
- Have them fold towels
- Encourage independence, as they are able
- Read to them
- Provide a shopping area
- Provide them with paper to rip
- Have them sweep the floor
- Allow them to carry some of their own money, or play money
- Offer carefully planned outings
- Maintain privacy
- Use support systems, like family, church, community or friends

Behavior Management is an ever changing cycle of intervention.

The following are suggested exercises. Ask your Administrator which ones you should do.

Learning exercises:

1. Pick a resident who has a Behavior Management Plan. Review their record to find out why they need a BMP. Look at the documentation to find out how well the BMP is working. Does the documentation clearly describe the entire process of behavior management? Does it contain evidence of follow-up evaluation? Does the BMP reflect the current needs of the resident? Does the BMP need to be updated?

2. Role-play with a co-worker or a friend. Pretend the other person is the resident whose record you reviewed. Role-play the inappropriate behaviors and the interventions outlined on their BMP.
3. Think of a unique way to help a resident change their inappropriate behavior. Consider how this intervention might or might not help your resident.

[Check your knowledge:](#)

1. Inappropriate behavior is a way of acting or responding that is distressing to the resident or is infringing upon other residents' rights.
(True or False)
2. Environment can influence behaviors. (True or False)
3. Caregivers can change resident's behaviors. (True or False)
4. Grief and loss can influence behaviors. (True or False)
5. The 5 W's are Who What When Where and Worry. (True or False)
6. Talking quietly to oneself infringes upon other resident rights.
(True or False)
7. Behavior management is a never changing cycle of intervention.
(True or False)

Answers:

1. T
2. T
3. F
4. T
5. F
6. F
7. F

Example Behavior Tracking Worksheet

Name _____ Date _____

Describe the inappropriate behavior.

Describe the situation before the behavior occurred.

What was the trigger of the behavior?

What intervention was used and how did it work?

Example Behavior Management Tracking Worksheet

Resident Name_____

| Inappropriate Behavior | Trigger Factor Codes | Intervention Code | Outcome Code |
|------------------------|------------------------------------|------------------------------|------------------------------|
| 1. | 1. Unknown | 1.Verbal Interaction | 1.Behavior Resolved |
| | 2.Hungry/Thirsty | 2.Listen | 2.Behavior Worsened |
| 2.. | 3.Over Stimulated | 3.Offer Alternative Activity | 3.No Change in Behavior |
| | 4.Environment | 4.Offer Quiet Space | 4. Resident Sleeping |
| 3. | 5.ADL's | 5.Food/Water | 5. Resident Calm |
| | 6.Hot./Cold | 6.One on One | 6.Resident Doing An Activity |
| 4. | 7.Pain | 7.Positive Reassurance | 7.Other_____ |
| | 8.Resident to Resident Altercation | 8.Call Family For Visit | 8.Other_____ |
| 5. | 9.Resident to Employee Altercation | 9.Refer to Nurse | |
| | 10.Received a Visitor | 10.Recived PRN Medication | |
| 6.. | 11.Received a Phone Call | 11.Other_____ | |
| | 12.Other_____ | 12.Other_____ | |

[illegible]

| | | | |
|---------------------|--|--|--|
| Signature /Initials | | | |
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